Addendum #
Infrastructure Services
Managed Desktop Services
Effective (date)

Purpose

The Iowa Department of Administrative Services (DAS) will provide Managed Desktop Services to [Agency] ("Agency") for support of desktop computing environment. This Service Level Agreement will document the service components, service level objectives, and responsibilities of DAS and Agency.

Service

Managed Desktop Service **Comprised of:** Managed Desktop Print Server File Services Antivirus Automated Patching Print Managed Service Hardware Encryption	The DAS Electronic Mailbox Service provides Agency with the following functions: ▪ Desktop and laptop hardware configuration and deployment ▪ Operating system setup and administration ▪ Remote desktop support ▪ Peripheral configuration, deployment, and troubleshooting for pre-defined devices ▪ Virus scanning, removal, and protection services ▪ End user support for troubleshooting, problem resolution, and questions ▪ Software deployments and installations ▪ Automated patching for Microsoft and supported third party software ▪ Access to network-based print server for LAN-based printing ▪ Access to network-based, centralized file sharing server for storage, backup, and sharing of computer files ▪ Hardware life cycle planning ▪ Software license management and procurement assistance ▪ Hardware encryption for protection of confidential data on mobile laptops ▪ Statistical analysis and reporting of print usage for cost savings and efficiency ▪ 24x7 Service Desk support services for password lockout resets and related support tasks ▪ Printer configuration, deployment, and troubleshooting ▪ Printer supply (ink/toner/paper) management

Agency Organization & Scale

Device Count	[Range of desktops] desktops [Range of laptops] laptops [Range of tablets and other peripherals] tablets and other peripherals [Range of printers] printers
Device Type	The attached **Agency Device Inventory** details the current list of approved, DAS-ITE supported PCs, printers, and other peripherals.
Physical Location of Users	[Provide addresses of major agency sites and number of users at each location. If users work remotely, please note here.]

Agency Network Connectivity	Agency WAN Link availability as guaranteed by Network Service Provider (if no guarantee provided, list N/A)			
	[Site Location 1]	[Link Speed]	[Provider]	0.00%

Agency Regular Hours	[State Agency Regular Business Hours]

Agency Scheduled Maintenance	[Describe standard maintenance windows observed by Agency]

Third Party Support Contracts	[Describe third party support contracts maintained by Agency for office technology support needs]

Service Level Objectives

DAS Regular Business Hours	**Monday** through **Friday 7:00 AM** to **5:00 PM** daily, excluding recognized state holidays.
Scheduled Maintenance	Every Sunday from **3:00 AM** until **6:00 AM** is reserved for DAS enterprise server and network maintenance, with overflow maintenance time scheduled as needed on Sundays from 12:00 AM (midnight) to 3:00 AM. All enterprise server and network maintenance impacting the availability of PC resources will be approved by the DAS-ITE Change Advisory Board with notification to the agency. User requested PC support activities will be conducted during regular business hours and may impact access to user machines while repairs are underway. Support activities will be scheduled with approval from the user. During these maintenance activities, PC may be unavailable for use.
Patching and routine restarts	Routine, non-emergency enforced PC restarts will be scheduled between 3:00 AM until 6:00 AM on Sunday to accommodate patching. PCs that are not connected to the network or otherwise offline during this window will receive enforced updates and restarts upon first subsequent access to the network, including during regular business hours as needed to ensure security patches are applied on a timely basis.
Notifications	Notifications regarding scheduled maintenance and approved changes that impact the availability of managed desktop services for Agency will be issued via e-mail list server to subscribed Agency contacts. The Agency Service Contacts given in this document will be auto-subscribed to the notification list. Agency Service Contacts are responsible for reviewing DAS notifications

and relaying notification information to users in compliance with Agency processes and policy unless otherwise noted here.

In the event of a service failure that precludes the use of e-mail communications, DAS will contact Agency Service Contacts via phone numbers provided.

[Indicate if Agency wishes DAS to send all change and maintenance notifications to all Agency end users]

Agency will receive a minimum of **two business days** advanced notice regarding all routine changes and regularly scheduled maintenance.

Availability Objectives

During DAS Regular Business Hours:

As measured by DAS and monitored from DAS networks

Average component availability	Objective
DAS File Servers	99.5%
DAS Print Server	99.5%
DAS Campus/JFHQ LAN Infrastructure	99.5%

Outside regular business hours:

As measured by DAS and monitored from DAS networks, excluding reserved maintenance windows

Average component availability	Objective
DAS File Servers	95.0%
DAS Print Infrastructure	95.0%
DAS Campus/JFHQ LAN Infrastructure	95.0%

The availability of the DAS services will be measured by DAS, from monitors on DAS networks. These metrics will be reviewed at least monthly by DAS. Monthly availability reports tracking the objectives described here will be provided to the Agency for review and analysis upon request. Incidents that impacted availability of managed desktop and associated services will be documented and included as part of each monthly report, if known by DAS.

Measurement

Agencies that experience availability at lower levels than reported monthly by DAS may conduct a Detailed Availability Assessment in cooperation with DAS. The Detailed Availability Assessment may include the installation of temporary or permanent monitors at Agency locations at Agency expense. Agency and DAS will jointly assess the results of additional monitoring to produce a report on the sources of availability problems reported by Agency and remediation strategies.

Addressing Availability Problems

Service availability problems resulting from Agency WAN Link providers and other non-DAS-operated components are not the responsibility of DAS.

Support Objectives

The DAS support team will operate with the following objectives in the event of a request for <u>incident resolution</u> (example: PC support problem):

During DAS Regular Business Hours:

Action from related support team / component	Objective
All DAS Desktop Support roles	
High Impact Service Request Resolution	4 hours
Medium Impact Service Request Resolution	6 hours
Low Impact Service Request Resolution	8 hours
File and Print Server roles	
Time to Accept Service Request	1 hour
Problem Recovery Time	8 hours
DAS SAN Infrastructure	
Time to Accept Service Request	1 hour
Problem Recovery Time	8 hours
DAS Campus/JFHQ LAN Infrastructure	
Time to Accept Service Request	1 hour
Problem Recovery Time	8 hours
DAS ICN-Provided WAN Link	
Established Time to Register Incident with ICN	1 hour

The DAS support team will operate with the following objectives in the event of a <u>request for change</u> (example: new monitor setup)

All DAS Desktop Support roles	
Requests for Change/Information	6 days

Note: All Requests for Change are based on vendor timeframes for hardware/software delivery and customer availability. Support objectives provided here do not include order/delivery vendor timeframes or delays due to customer availability.

Escalation Procedures

In the event of a service failure identified by DAS or Agency that impacts the majority of agency users or exceeds recovery time objectives, DAS will convene an incident response team comprised of an Agency delegate, a DAS incident coordinator, and members of DAS server, network, storage, and security teams.   The incident response team will have ownership of the problem and will be granted the authority to coordinate and deploy resources necessary to resolve the incident. The designated incident coordinated will be responsible for documenting action steps and producing an after-action incident report that describes the incident and recommends next steps to prevent a reoccurrence.

Contingency Planning	In the event of a declared disaster at the Hoover data center, electronic file services **will** be restored to the disaster recovery site.

Primary Data Center For Agency File Server Data	Hoover
Disaster Recovery Data Center For Agency Mail	JFHQ

In the event of a declared disaster at an Agency location, DAS will offer the following coordination services in support of disaster recovery:

- Help acquire PC and printer equipment
- Configure, install, and transport equipment as needed

No stated objectives for managed desktop recovery are provided. All disaster recovery tasks are based on vendor response times, nature of the disaster, availability of agency staff, and suitable location for recovery of managed desktop environment.

Recovery Point Objectives	In the event of a disaster, it is feasible that file services data in transit, not written to the disaster recovery site may be lost. Loss of file services data transmitted up to 15 minutes prior to the disaster incident is acceptable.

Backup & Recovery	**File Services**

All production file services data is replicated in real time to a dedicated disaster recovery file server in the opposite datacenter. Incrementally changed production data on each file server is also backed up nightly. The following backup configuration is established for Agency file services data:

Backup Requirement	Timeframe
Daily Incremental Backup Window	10 pm to 2 am Mon-Sat
Number of days back a restore can be performed.	30 days

Support Prerequisites	In order for Agency to use the Managed Desktop service, the following requirements must be met.

- All client licensing including Microsoft CAL units must be owned by the Agency in sufficient quantities with support and upgrade agreements maintained by the Agency in good standing.
- Remote agencies sites must operate with sufficient available bandwidth.
- Users must follow applicable rules for confidentiality and security of data. Ensuring compliance with applicable rules for e-mail use is the responsibility of Agency.
- The Agency Active Directory infrastructure must be configured in accordance with State Government Enterprise IT Standard S-003-001 as certified by DAS.

- Agencies must acquire and maintain PC machines in compliance with State Government Enterprise IT Standard S-001-001 (Personal Computer and Hardware Platforms: Desktop) and S-001-002 (Enterprise Desktop and Laptop Purchasing).
- Agencies must license software in sufficient quantities to remain compliant with licensing terms for software used.
- Agency must meet minimum hardware requirements stated by the vendors of software installed on Agency PC's.
- Agency must provide necessary access to both physical environment and systems being worked on to designated DAS-ITE staff.
- Agencies must use the DAS-ITE Service Desk (e-mail or phone) to report issues and request service.

Limitations

Device Support   Devices not included in the attached Agency Device Inventory are not supported by DAS. Devices acquired without approval from DAS-ITE after the date of this agreement will not be supported.

Proof of License   Software without proof of license will not be installed.

Government Owned Hardware & Software   Hardware and software components not owned by the State of Iowa will not be supported.

Agency Specific Configurations

Device Inventory   Please reference the attached Agency Device Inventory

Authorization   Agency is responsible for determining who has rights to desktop machines and what level of access [standard or non-standard] is appropriate for the average user. DAS-ITE will consult on access permissions as requested by Agency and maintain a list of user access levels for Agency review upon request.

DAS will provide routine support tasks for all problems and incidents related to managed desktop services, printers, and peripherals as defined in the accompanying Agency Device Inventory at no additional costs to the Agency. After hours support and standby status may incur additional charges. Please contact your DAS representative for information.

The following routine support tasks and response times are typical:

Supported Tasks

Task Details   DAS will provide routine support tasks for all problems and incidents related to managed desktop services, printers, and peripherals as defined in the accompanying Agency Device Inventory at no additional costs to the Agency. After hours support and standby status may incur additional

charges. Please contact your DAS representative for information.

The following routine support tasks and response times are typical:

Task:	**Password Reset (Desktop or Encryption)**
To request:	Call the DAS Service Desk.
Completion Norm:	Immediate
Charge:	Free
Task:	**Printer or PC not working**
To request:	Submit a request to the DAS Service Desk including device name, error message, and location. The DAS Service Desk will submit a service request for processing.
Completion Norm:	Same day objective
Charge:	Free (toner/ink/paper/hardware costs are additional)
Task:	**Install a new PC or Printer**
To request:	Submit a request to the DAS Service Desk including name, type of device, location. The DAS Service Desk will submit a service request for processing.
Completion Norm:	Varies depending upon procurement and build timelines
Charge:	Free (hardware/software not included)
Task:	**Install new software**
To request:	Submit a request to the DAS Service Desk including user name, type of device, location. The DAS Service Desk will submit a service request for processing.
Completion Norm:	Varies depending upon procurement, build, and receipt of license timelines
Charge:	Free (software not included)

Billing

Charges   It is mutually understood and agreed that the rates charged by DAS-ITE under this Addendum will be the published rate in effect at the time of service delivery. The rates quoted herein reflect the rates in effect at the time of document execution.

The pricing associated with the Managed Desktop Service is posted at http://edas.iowa.gov. Based on FY13 rates, beginning [Date], Agency will be billed for the following services. Quantities are variable depending on utilization. Prices are subject to change. Please check with service contacts listed below for up to date quantity estimates:

[Paste estimate of FY13 services as follows:]

Service Name | Service Number | Price | Estimated Quantity | Total

All hardware and software costs are the responsibility of the Agency and not included here.

Evaluation

Frequency   The service level agreements based on this catalog item will be reviewed annually.

Agency will notify DAS of any updates or changes to the documented configurations and Agency information detailed here as those changes occur.

Service & Billing Contacts

1. <u>Service Contacts</u>
   General DAS-ITE   Pat Clark   515-281-7649
   General Agency   _____   _____
   Authorized Agency Requestor   _____   _____
   Agency Software License Coordinator   _____   _____
   Agency Procurement Officer   _____   _____

2. <u>Billing Contacts</u>
   Agency Billing Code: _____

   DAS Senior Resource Manager   _____   _____
   Agency Financial Contact   _____   _____

<u>Please indicate after hours contact information:</u>

Customer Acceptance

Agency   Iowa Department of Administrative Services
                                    Information Technology Enterprise

By:_____   By:_____
                                    Lorrie Tritch

Title: Title: Chief Operating Officer

Date:_____   Date:_____